

City of Fort Worth, Texas Job Description

Classification Title	Field Services Representative		
Job Code:	ST5120	Job Family:	Service Trades
Pay Grade	505	Date Reviewed:	06/15/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Respond to customer service complaints and inquiries regarding water services or city-owned properties. Perform customer service and data collection duties for the Water Department. Completes work orders throughout the City. Performs general repair, investigations, and responds to billing concerns.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Performs data entry, which includes creating and closing work orders. Ensures accuracy of work order entries to alleviate mistakes. Works closely with Customer Billing Section to identify mistake or deficiencies.
2. Provides regular equipment and vehicle maintenance. Manages tools and ensures their availability at service sites.
3. Helps customers understand the total amount due on their water bill.
4. Provides customer service at job site visit, answers questions and shares information concerning other City services.
5. Prioritizes sorts and reviews work orders. Assists coworkers with the high volume workload.
6. Uses safe operating procedures and ensures job safety for work crew and citizens by placing warning signs and traffic cones.
7. Orders supplies as needed.
8. Operates and maintains various City vehicles in a safe and appropriate manner.
9. Performs other duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

When assigned to Meter Services:

1. Maintains and read water meters in assigned area using computerized meter reading equipment; records readings and records readings for new accounts and final or terminated accounts.
2. Takes accurate meter readings to ensure correct billing. Provides additional services as required and handles emergencies as they arise.
3. Exchanges malfunctioning water meters and broken curb-stops.
4. Turns water service on or off as required; leaves notices with residents for new or discontinued service and locks water services for delinquent accounts.
5. Performs routine maintenance, including cleaning water meter boxes and vaults, setting or adjusting meter boxes, and replacing lids.
6. Determines consistency of meter readings; sets new water meters; ensures that meters are registering properly; reports to supervisor on meter conditions, defects or suspicious conditions; and verifies misreads or high consumption readings.
7. Responds to customer complaints and provides customer investigations for high bills.
8. Locates water service and meter with use of metal detectors.

When assigned to Water Efficiency:

1. Responds to customer complaints concerning watering violations. Educate customers on water restrictions and ordinances, as well as basic irrigation controller functions and minor repairs.
2. Performs water audits for irrigation system efficiency and compliance with watering restrictions.
3. Performs program inspections to ensure water efficient products are installed as part of the project guidelines.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operational characteristics of water meters.
 - Principles and practices of water meter repair.
 - Basic water meter installation procedures.
 - Methods and techniques of meter reading.
 - Mechanical, plumbing, and irrigation systems.
 - Principles and practices of cash handling activities.
 - Occupational hazards and standard safety practices.
- **Skill in:**
 - Accuracy.
 - Organization.
 - Time management.
 - Customer service.
 - Professionalism.

- **Ability to:**
 - Communicate clearly and concisely, both orally and in writing.
 - Investigate, locate, and repair water meter leaks.
 - Identify and repair water meter malfunctions.
 - Install new meters in residential areas.
 - Read a variety of water meters.
 - Deal tactfully and effectively with water customers.
 - Respond to requests and inquiries from the general public.
 - Work independently in the absence of supervision.
 - Understand and follow written and oral instructions.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of increased responsibility in mechanical, plumbing, irrigation system repair, and water meter repair, installation, or reading experience.

OTHER REQUIREMENTS

Valid Texas Driver's License

When assigned to Meter Services and/or Water Efficiency

Possession of a minimum Class C valid Texas driver's license.
Possession of a TCEQ Class C Water Distribution within one year of hire.

When assigned to Water Efficiency

Possession of a Texas Irrigation License within one year of hire.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.